

# COMPANY PROFILE 2018





## **Mission**

To professionally market and provide quality human resource solutions through an international franchising network that profits our employees, customers, franchisees, corporate staff, stakeholders and communities in which we conduct business.

## **Our Vision**

To help as many people as possible find good jobs by helping as many clients as possible find good people.

## **Our Care Promise**

### *Approachable*

We are friendly, easy to talk to, encouraging and happy sharing our time, our knowledge and our enthusiasm.

### *Professional*

We are conscientious and efficient; we communicate well and uphold high standards of performance.

### *Compassionate*

We embrace the spirit of the servant's heart, caring, genuine, supportive and loyal. We respect others and are passionate about helping people succeed.

### *Driven*

We're empowered by our work and energized by our mission. We are proactive, responsive, reliable, flexible and committed.

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## 1. HISTORY

**E**xpress Employment Professionals was founded in 1983, and established their first offices in South Africa, viz., Pretoria, Cape Town and Richards Bay, in 1998. Express currently has offices in Bedfordview, Bloemfontein, Centurion (HQ), Durban North, Durban South, Midrand, Pietermaritzburg, Port Elizabeth, Randburg, Sandton and Middelburg, and has been under the leadership of Managing Director, Carolyn Diaz since 2008. Carolyn Diaz is a 51% black woman owner of Express Employment Professionals South Africa.

Globally, Express employs approximately 350 000 people each year. As a franchised business, we are both an international company large enough to serve you completely and a local office small enough to move quickly and act independently.

Express Employment Professionals is proud to continue its 35 year legacy of helping businesses and job seekers succeed globally. We have grown to a network of 750 employment agencies in three countries, while still maintaining local ownership for each office and providing quality service to each of our clients. Express respects people, and impacts business.

Express constantly strives to ensure compliance in all aspects of business management in the Human Resource and Staffing environment. Our global mission: to put One Million people to work!

### **Quote from Carolyn Diaz, Managing Director of Express Employment Professionals SA**

*“We can only achieve that by helping our franchisees and business partners succeed by providing the right amount of support and training, and by providing the tools to help businesses understand how we can become strategic partners through a holistic and solutions based approach to human resources.”*



Robert A Funk (USA)



William H Stoller (USA)



Carolyn J Diaz (SA)



## 1.1 Management

### **Carolyn Diaz (Managing Director)**

In 2007, Carolyn Diaz took over the leadership role as BEE Partner and Managing Director of Express Employment Professionals South Africa. With 15 years staffing industry experience, Carolyn has earned the respect of the Staffing Industry and through her efforts established Express as a reputable staffing firm in South Africa. Carolyn and her team at Express SA support the franchise owners in sales and marketing, training and development, payroll, accounting and human resources and industrial relations matters. All 11 franchised offices are independently run and managed by the franchise owners.

### **Koren Muller (Operations Manager)**

Koren has a demonstrated history of working in the staffing and recruiting industry since 1996. Koren held the following positions in Express Employment Professionals during 2001 - 2007: Staffing Consultant: Permanent Placements, Manager: Permanent Placements, Branch Manager, Operations Manager, Manager: Executive Search. She rejoined Express in May of 2017 as Operations Manager.

### **Jane Clark (Financial Manager)**

Jane has been with Express Employment Professionals since 2009. She is responsible for overseeing the finance department which provides weekly and monthly reports to the Franchisees and advice on income, expenditure and cash flow management.

### **Roché Houman (HR Manager)**

Roché has been with Express Employment Professionals since 2010. He oversees all HR related matters within Express South Africa

### **Wesley Madziva (Franchise Developer Rep)**

Wesley joined Express Employment Professionals beginning of February 2007 as a Sales Developer. Currently he oversees National Accounts, Social Media Training and Support, Internal Audits, Monitoring Sales Activity, Events Management and assisting and supporting Franchisees in running their businesses.

### **Krista Mare (Payroll Manager)**

Krista joined Express Employment Professionals in August 2006. Krista handles the complexity of Express's large payroll and detailed systems. She is responsible for overseeing the payroll department; ensuring that employees from eleven franchise offices are paid weekly, biweekly and monthly. She is also responsible for system integrity and compliance.

## 1.2 Corporate Social Responsibility

Express Employment Professionals supports many organisations and charities. 2% of our net profit was donated to various orphanages and disadvantaged communities. Our corporate social responsibility program supports the efforts of our franchisees to give to their preferred organisations in their local communities.

In order to address the overwhelming inequities recognised in South Africa, Express Employment Professionals in 2017 contributed to the following organisations: AAKKEE, Yenzani Children's Home, Ironman 4 the kidz, Evelyn Foundation and Girls & Boys Town.

## 1.3 Learnership Programme

Express Employment Professionals is passionate and dedicated in assisting people through Skills Development. We have to date initiated Learnerships in various sectors. Express strives on assisting unemployed previously disadvantaged individuals gain a skill in order to become employable. Our most recent initiative was a Business Administration Learnership in Gauteng whereby 10 unemployed black disabled females were recruited to complete this qualification. We looked at creating an opportunity to motivate, uplift and empower these women in the corporate environment. We are continuously striving towards providing opportunities and offering assistance to individuals to gain a qualification and meaningful workplace experience which will allow them the opportunity to be in the forefront of securing employment.



## ***1.4 Broad Based Black Economic Empowerment (BBBEE)***

On the back of our 51% black female owned status and resultant of its commitment to Broad-Based Black Economic Empowerment (BBBEE), EmpowerDex (an independent economic empowerment rating and research agency) has recently recognised Express South Africa with a “AAA” Rating, Level 2 BBBEE Contributor. This accomplishment will increase the company’s leadership status within the staffing industry as well as its involvement in the development of emerging black entrepreneurs.

The evaluation process involved an assessment of our levels of compliance with the seven empowerment factors, namely: Ownership, Control, Employment Equity, Skills Development, Preferential Procurement, Supplier and Enterprise Development and Socio-economic Development. Our level 2 rating enables our clients to claim 125% of all procurement spend incurred with Express.

## ***1.5 Membership of Association***

Express Employment Professionals is a member of the following associations:

1. **APSO** – Federation of African Professional Staffing Organizations - committed to the upliftment and professionalisation of the labour recruitment industry in South Africa. [www.apso.co.za](http://www.apso.co.za)
2. **FASA** - Franchise Association of Southern Africa - FASA represents franchisors, franchisees and the professional organizations that service the franchise industry. [www.fasa.co.za](http://www.fasa.co.za)
3. **ISO** - International Organisation for Standards – is the world’s largest developer and publisher of international standards. Express is ISO 9001:2000 compliant which is a seal of approval that advocates the harmonization of international trade and production standards. [www.iso.org](http://www.iso.org)
4. **CAPES** – Confederation of Associations in the Private Employment Sector – The Confederation of Associations in the Private Employment Sector (CAPES) is a section 21 company, an industry association representing the interests of the Temporary Employment Services (TES) industry. [www.capes.org.za](http://www.capes.org.za)
5. **NEASA** - National Employers Association of South Africa. [www.neasa.co.za](http://www.neasa.co.za)
6. **SETA** - Services SETA accredited Training Provider –Accreditation number 3963. [www.serviceseta.org.za](http://www.serviceseta.org.za)



## 1.6 Accolades

### Gordan Blair Heritage Award – 2015

Carolyn Diaz, Managing Director of Express South Africa, was awarded the Gordan Blair Heritage Award at the International Leadership Conference in the USA. This is the most prestigious honour the company bestows on an individual for significantly contributing to the overall development and success of Express Employment Professionals. The award represents the top honour for extraordinary enthusiasm, positive attitude and integrity.

### PMR 2015 Bronze Arrow Award

Professional Management Review – (PMR.africa) conducts an annual national survey on Outsourced Staffing Solutions Companies. The awards represent competitiveness, effectiveness, excellence, leadership, resilience and indicate customer service and customer satisfaction.

### Directors Award -2012 & 2013

Express Employment Professionals South Africa earned top honours at the staffing firm's 29 annual International Leadership Conference in San Antonio, Texas. The Directors Award was received by Carolyn Diaz, Express Headquarters.

This award is given to individuals who have grown and developed to higher levels and continue to model the Express culture. She has been instrumental to the growth and sustainability of South Africa. Since taking over the helm in 2008, it has seen consistent growth every year. She has helped Express South Africa grow by 277% in four short years, and has developed a strong staff component at Headquarters.

### PMR 2011 Bronze Arrow Award

Professional Management Review – (PMR.africa) conducts an annual national survey on Outsourced Staffing Solutions Companies. The respondents rated the companies across a range of 22 attributes. The award represents competitiveness, effectiveness, excellence, leadership, resilience and indicates customer service and customer satisfaction.

Express Employment Professionals was awarded a Bronze Arrow, equivalent to outstanding.

### PMR 2008 Silver Arrow Award

Professional Management Review – (PMR.africa) conducts an annual national survey on Outsourced Staffing Solutions Companies. The awards represent competitiveness, effectiveness, excellence, leadership, resilience and indicate customer service and customer satisfaction.

In 2008 Express Employment Professionals was awarded a Silver Arrow, equivalent to outstanding.



## 2. RECRUITMENT SERVICES

Ever hired a worker who you later discovered didn't have the skills you needed? Or, have you gone through the entire interview process with a great candidate only to discover the applicant misled you about previous employment? You can rest assured when Express Employment Professionals finds employees for you. Each applicant completes our proven selection process which includes an interview, skills evaluation, employment verification and reference checking. Only candidates who successfully complete each step in the process will be placed with your company. Our ISO-registered 9001:2000 selection process ensures you'll receive qualified workers.

Express Employment Professionals service offering:

- Permanent Talent Acquisition
- Traditional Temporary Placement
- Executive Search
- Skills Evaluation
- Background Screening
- AFIS Criminal Checks
- Response Handling
- Flexible Staffing Solutions
- HR Consulting
- Legislative Posters and Labour Guidelines
- Payroll Outsourcing

Effective and accurate job descriptions help you recruit and retain the right person for the job. Express Employment Professionals can create or review job descriptions therefore applicants and employees know what is expected of them.

### **Benefits include:**

- Improved recruiting and retention
- Compliance with labour laws and regulations
- Effective compensation practices
- Measure employee performance accurately
- Identify training needs
- Protection against discrimination complaints

### **2.1 Criminal Fingerprint Identification Screening**

The South African Police Service (SAPS) discontinued the use of names and ID clearance checks for criminal records. The only legal avenue to do a criminal screening of a person is through AFIS, the SAPS Automated Fingerprint Identification System. This system uses fingerprint scanners to capture digital fingerprints. AFISwitch is South Africa's sole provider to the private sector of automated criminal record checks. AFISwitch interfaces with SAPS Automated Fingerprint Identification System (AFIS) to determine the criminal background status of a person. AFISwitch provides unrivalled accuracy and speed over conventional paper-based services, with a turnaround time of approximately 48 hours.

In order to capture fingerprints electronically, agents must be enrolled with the SAPS AFIS system and that requires certification which in turn requires training. Only persons with no criminal convictions and a clear credit record can be trained.

Express Employment Professionals is certified for AFIS screening. AFISwitch allows companies to obtain background checks on job applicants and existing employees. A strategic partnership between EEP and Managed Integrity Evaluation Pty Ltd (MIE), resulted in Express being selected as preferred provider to capture digital fingerprints on AFISwitch.



## 2.2 Applicant Screening and Background Checks

In a highly competitive job market with spiralling unemployment and uncertain social and economic trends, there is a marked increase in the presentation of fraudulent credentials amongst candidates in all business sectors.

As an employer you are entitled to an honest workforce but are almost never in a position to verify this requirement quickly and economically. This is where Express Employment Professionals through tried and tested verification software systems and procedures operates with incomparable efficiency.

Our clients experience a user-friendly screening process within above average turn-around times.

### Screenings include:

- Credit checking
- Drivers licence & PDP verification
- ID verification
- Fraud listing
- Qualification verification
- Association memberships
- Financial services screen
- Previous employment references
- Character references
- Permanent residency
- CV verification

## 2.3 Office Services

Express Associates are available in a wide range of office positions, including:

- Receptionists/Switchboard Operator
- HR assistants
- Filing Clerks
- Secretary
- Typists
- Bookkeepers
- Data Capturers
- General Office worker
- Administrative Assistant
- Executive Assistant
- Debtors/Creditors Clerks
- Project Coordinator
- Customer Service Representatives
- Payroll Clerk
- Transcriptionist

## 2.4 Industrial Staffing

Find the industrial employees you need, from shop and maintenance workers to welders and machinists. Express Employment Professionals provides dependable, consistent and timely service to increase your productivity. We carefully match workers to your needs and regularly recruit for a variety of industrial positions. To ensure the best match possible, we train workers so they are ready to work for you.



## **2.5 Temporary/Contract Workers**

Have employees on holiday, maternity or sick leave, or need help completing a special project? Express Employment Professionals can equip you with temporary staffing or contract workers.

### **Benefits include:**

- Quick response to immediate needs
- Limits production losses
- Cuts payment on overtime
- Quality assurance
- Changes certain fixed costs of labour to a variable cost

### **Our trained and screened associates are available on short notice in a variety of fields, including:**

- Office services
- Industrial/production
- Technical/electronic
- Marketing/sales
- Data processing

## **2.6 Flexible Staffing**

Having trouble with cost control during seasonal and peak production periods? The Flexible Staffing solution from Express enables your business to flex or grow at short notice.

With Flexible Staffing, you can access trained and screened Express Associates when it is not economical to retain a surplus of core employees.

### **Benefits include:**

- Increased productivity
- Variable, not fixed, staffing costs
- Adapting quickly to production demands
- Fewer core employees year-round

## **2.7 Permanent Placements**

When you're looking to expand your workforce with qualified full-time employees, we can assist you with your permanent placement options.

### **The Selection Process:**

- Express assists you to compile fair recruitment criteria.
- Express recruits, screens, interviews and selects candidates who best match the job requirements.
- Express submits a short list of qualified candidates to you.
- Express assists you to schedule personal interviews with the candidates of your choice.
- You select the best candidate from our pool of qualified applicants.

You gain access to the Express database of candidates in a variety of specialised fields.



**Other benefits include:**

- A legally fair and effective recruitment procedure
- Cost savings
- Quality assurance

Through an effective recruiting and thorough screening process, Express has the resources and capabilities to locate the right person for your business needs and objectives.

## ***2.8 Outsource Staffing Solutions***

Our Outsource Staffing Solutions involve the contracting of Human Resource functions and payroll. Whether it's a short term contract solution or a long term need we can service all requirements. We will provide the most cost effective employment solution for you. Our communication structure to both client and employee alike will mean a smooth transition to our outsourcing model while observing all statutory requirements. We aim to be a Human Resource Specialist partner to our clients and not just another agency.

**With Outsource Staffing Solutions you will benefit from:**

- An increase in productivity
- Greater budget flexibility
- Flexible employment terms
- Only pay for services you need
- Qualified staff that has been reference checked and interviewed
- No hidden costs
- No downtime for staff holidays / sick days
- Weekly / Monthly invoice and payroll
- Reduces the need to hire and train staff

## ***2.9 Skills Assessment***

Candidates listed for permanent, flexible, blue collar and office environment are tested in the following abilities and attributes essential for workplace interaction:

- English communication
- Numeric skills
- Perceptual ability
- Interactive ability
- Management style
- Physical ability

**The following Accounting skills can be tested:**

- General accounting
- Bookkeeping
- Accounts payable
- Payroll
- Accounts receivable
- General ledger



**Prove-It – Computer Software Skills tested in the following:**

- Word
- Excel
- PowerPoint
- Access
- Adobe
- Outlook
- SAP skill assessment

**Financial skills tested in the following:**

- Auditing
- Data entry
- Financial management
- Loan processing
- Credit management

**Healthcare testing in the following:**

- Medical terminology
- Clinical staff
- Nursing

**Office skills tested in the following:**

- Arithmetic
- Typing skills
- Analytical skills
- Vocabulary
- Proofreading
- Basic office skills
- Punctuation

**Legal skills tested in the following:**

- Legal staff skills
- Legal vocabulary

**The following motor skills are tested:**

- Manual dexterity
- Hand eye co-ordination

**Basic Skills NQF 2 Level – all candidates are tested for the basics in :**

- Numeracy
- Filing
- Comparisons
- Spelling

**Industrial skills tested in the following:**

- Assembly and matching
- Arithmetic
- Matching numeric
- Spatial reasoning
- Welding
- Electrician
- Forklift operation

## 3. EMPLOYMENT RELATIONS



### 3.1 Labour Manual

Our Employment Relations Specialist has put together a guideline to assist small business owners and managers in their day to day Employment Relations processes. It's imperative for managers to guard against unfriendly labour legislation and limit the risk of ending up in the CCMA and pay a 12 or 24 month compensation award to an unscrupulous employee.

**The Labour Manual CD will assist you with your procedures and consists of the following material:**

- Disciplinary measures and procedures
- Disciplinary enquiry flowchart
- Disciplinary code
- Warning forms
- Suspension form
- Code of Good Practice – dismissal
- Grievance form
- Counselling form
- Poor work performance forms
- Code of Good Practice – Poor performance
- Retrenchment forms
- Code of Good Practice – Retrenchments
- Application for leave
- Acknowledgement of debt
- Social media policy
- Internet and e-mail policy
- Smoking policy
- Absence and leave policy
- Job description
- Letter of appointment
- Sample contract of employment
- Desertion guideline and forms
- Code of Good Practice – Ill health / Injury
- Incapacity forms
- Certificate of service
- Attendance register
- Payslip
- Resignation letter

### 3.2 Legislative Posters

The Department of Labour requires that summaries of the Labour Acts be displayed in the workplace. Failure to do so will result in penalties or imprisonment. We've made compliance easy and only a phone call away. No need to worry about queues at the Government printer or high prices of stationery shops.

**The following Labour Act posters are available:**

- Basic Conditions of Employment
- Employment Equity
- Occupational Health and Safety
- Skills Development



## 4. TRAINING

**Skills Development Services are developed to meet your specific needs and will assist in the following:**

- Preparation and completion of the Annual Training Reports and Work Place Skills Plans
- Skills audits
- Learnership administration
- Implementation of training and development interventions
- Advice and assistance on SETA requirements



## 5. TIME AND ATTENDANCE

Our Time and Attendance software and hardware system is based on real-time tracking and monitoring that also provides for access control. It is an online, biometric, web based system accessible through any web browser. It helps to collect and manage your time and attendance data, productivity, costs and Human Resource planning.

**The system features the following:**

- Recording and calculation of employee hours
- Export payroll hours to most payroll software
- Daily and payroll hours balancing
- Automatic shift recognition
- Batch capturing of information
- Graphed warnings
- Supports employee charge out rates and multiple jobs
- Seamless data imports
- Bargaining Council and BCEA compliant
- Customisable real time reports
- Collection and processing of clockings
- Tracking of public holiday and leave days
- Leave management
- Rostering – allocate different shifts
- Web interface
- Supports multiple sites
- HR management functions
- Pre-Approved time
- Web based management
- Man power scheduling



## 6. PAYROLL OUTSOURCING

Our payroll outsourcing service is designed to relieve small and medium-sized enterprises (SME's) of the burden of running a legally compliant payroll department and cuts complexity. Market trends show that businesses who outsource their payroll find it highly cost effective due to, among other things, the ever changing legislative requirements.

Your HR department's time is freed up to be spent on the things they're best at and that contribute to maximum productivity. We offer customised solutions that take care of the formalities so you can concentrate on the areas that will make your business more productive.

We are compliant with statutory requirements and legislation. We have years of experience in this department and provide expert guidance in all legal aspects, thus alleviating the burden of ever changing legislation.

### **Benefit to you:**

- No need for a huge payroll department anymore
- No more costly license fees for payroll software
- Equity reporting from payroll information
- Bi-annual preparation of IRP5 and IT3 certificates
- We offer employers the option of handling SARS e-filing submissions of UIF, PAYE and SDL levies and take the administrative hassles out of legal formalities

### **Our Services include:**

- We process weekly, bi-weekly and monthly salaries and wages.
- We maintain records and complete the processing of annual, sick and family responsibility leave.
- We calculate overtime and public holidays worked.
- We generate comprehensive and professional pay slips which show both the employer contributions and employee deductions: PAYE and UIF as well as any other deductions.
- We handle deductions and contributions for retirement funds, provident funds and medical aids and reflect them on your employees' pay slips.
- We submit management reports weekly, bi-weekly or monthly to give you an opportunity to better plan and manage your business.



## 7. LEGAL COMPLIANCE

Express Employment Professionals is fully compliant with the best practice and regulations governing all aspects of the Temporary Employment Services industry and the recruitment industry in general. We subscribe to the Codes of Ethics and Codes of Best Practice of the associations and councils that we are members of.

### **Express fully complies with the following acts:**

- |  |             |
|--|-------------|
| 1. Basic Conditions of Employment Act, 1997                | <b>BCEA</b> |
| 2. Employment Equity Act, 1998 (Act 55 of 1998)            | <b>EEA</b>  |
| 3. Skills Development Act, 1998                            | <b>SDA</b>  |
| 4. Unemployment Insurance Act, 2001 (Act 63 of 2001)       | <b>UIF</b>  |
| 5. Occupational Health and Safety Act, 1993 (Act 85 of 93) | <b>OHSA</b> |
| 6. Labour Relations Act, 1995 (Act 66 of 1995)             | <b>LRA</b>  |
| 7. Value-Added Tax Act, 1991 (Act 89 of 1991)              | <b>VAT</b>  |
| 8. Income Tax Act, 1962 (Act 58 of 1962)                   |             |

### **Bargaining Councils**

Express is registered, and complies with the collective agreements of the following:

- |  |                |
|--|----------------|
| 1. Motor Industry Bargaining Council                                       | <b>MIBCO</b>   |
| 2. Metal and Engineering Industries Bargaining Council                     | <b>MEIBC</b>   |
| 3. National Bargaining Council for the Road Freight and Logistics Industry | <b>NBCRFLI</b> |
| 4. National Bargaining Council for the Electrical Industry                 | <b>NBCEI</b>   |
| 5. Bargaining Council for the Contract Cleaning Industry                   | <b>BCCCI</b>   |
| 6. National Bargaining Council for the Leather Industry                    | <b>NBCLI</b>   |

## 8. FRANCHISING



Express Employment Professionals offers a business-to-business franchise that creates a great level of success. We succeed because our business model blends caring support with strong professional drive. Express franchise owners enjoy professional achievement while helping others make a real difference in their local communities. In 1998 Express was established in South Africa and currently has offices in Bloemfontein, Cape Town, Centurion (HQ), Durban North, Durban South, Midrand, Pietermaritzburg, Port Elizabeth, Pretoria, Randburg, Richards Bay, Sandton and Middelburg. As a franchised business, we are both an international company large enough to serve you completely and a local office small enough to move quickly and act independently.

If you have a desire to own your own business or convert your existing staffing company into an Express Employment Professionals franchise, we will assist you in reaching your full potential. Our training, service and support are unsurpassed in the franchised staffing industry.

### **Benefits of an Express Franchise:**

- Extensive pre-opening support
- Ongoing training
- Processing and payroll for staffing solutions
- Payroll funding
- Processing of clients' accounts
- Statutory compliance as Employer of Record
- Marketing and advertising support
- Increased brand awareness
- ISO registered
- Front and back office software with critical reporting capabilities
- Adhere to Bargaining Council requirements
- Expansion opportunities with multiple services in one franchise agreement
- SETA accredited training provider
- National Contracts

### **Service and Support**

The Headquarters provides backup and support in the following areas:

- Accounting
- Franchise support services
- Human resources
- Labour relations
- Marketing initiatives and tools
- Website and social media
- Payroll support
- Statutory employer liabilities



## Training

Franchisees and their staff attend a two-week intensive start-up training course. Our curriculum involves three levels of learning. cursory learning provides an overview of materials. Working knowledge provides thorough understanding without performing tasks and the competency level involves performing the task, through role plays to enhance understanding and retention of knowledge.

In addition to the two-week start-up training franchisees also attend a two week training at Express Employment Professionals' international headquarters in Oklahoma City, USA. This allows the franchisee the opportunity to learn and practice the key functions they will be performing within their offices. The franchisee will be involved in various role-play scenarios, group exercises and classroom discussions to learn the three pillars of our business.

### **Additional training includes:**

#### **Express University**

Through the learning courses available to Express franchisees and their staff, they also have the opportunity to become knowledgeable in the staffing industry through Express University. Express University combines online learning, software training and learning exercises to get new staff members up and running within their first two weeks of employment.

The Express University Certification (EUC) is an internal recognition program for those learners who have successfully completed all required courses within their designated curriculum and achieved high levels of performance within their offices. One of the benefits of this training program is the increase in employee retention of certified employees. It gives the franchisee's employees the opportunity for advancement through learning. This program is designed to keep the learner on a long-term learning path. It entails the following courses:

- Inside Sales
- Outside Sales
- Business Management

Express University provides a team training plan to help develop and grow your office staff. The plan focuses on studying one subject per week, completing group learning exercises, and conducting weekly repetition-based learning exercises. The lessons include online courses, videos, exercises, role-plays and reading assignments. Franchisees can tailor the training to match the needs and time constraints of their office.

In striving to achieve the sales goals established by the Express Fast Track plan new franchisees receive weekly one-on-one calls from their Sales Developer. The calls provide tailored training, encouragement and proactive solutions during their first 26-weeks of business.

In addition to the weekly calls, there are also monthly calls to allow new franchisees to share successes and challenges among peers.



## 9. CLIENT TESTIMONIALS

### **MTU SA (Pty) Ltd**

EEP Cape Town provides professional and express service, and that is why we have developed a wonderful working relationship that spans over a period of 11 years. The level of dedication to our business is incomparable.

### **Intaka Manage (Pty) Ltd**

EEP Cape Town has become a useful partner to Intaka and has had a positive impact on our companies, providing the right calibre employees to fit our corporate profile and philosophy.

### **Nimble Group (Pty) Ltd**

Since contracting with Express Cape Town, we have experienced exemplary service. Not only have they placed candidates which met our communicated spec, but met each deadline for the supply of resources and have treated their contingent staff like the gems that they are. In my experience with employment service agencies, has stood out from their competitors.

### **Optimal Energy**

Since I was introduced to Express Employment Professionals more than 2 years ago, I have had no regrets. I have always counted on their professional service and consistency in maintaining professional relations when providing their services.

### **Totalgaz**

They are very professional and follow up on their candidates placed. Their staff is always helpful, available and always delivers on time. I value their service and I am able to recommend their service unconditionally.

### **Free State Central University of Technology**

Thank you for the invitation to your Prestige Day. I would like to congratulate you and your team for the professional way in which you managed all components thereof. Please convey my appreciation to all staff members.

### **PricewaterhouseCoopers Bloemfontein**

Thank you for always referring quality candidates. It's a pleasure working with you.



## 10. FRANCHISE CONTACT DETAILS

Bedfordview  
0861 177 758

Pietermaritzburg  
0861 222 263

Middelburg  
0861 177 754

Bloemfontein  
0861 222 281

Randburg  
0861 333 625

Durban South  
0861 222 265

Midrand  
0860 604 949

Sandton  
0861 177 755

Port Elizabeth  
0861 177 757

Pretoria  
0860 403 500

Durban North  
0861 222 276

Headquarters  
0861 166 853

Cape Town  
0861 222 280

Richards Bay  
0861 222 264



## 11. AVAILABLE FRANCHISE TERRITORIES

|                          |   |                             |   |
|--------------------------|---|-----------------------------|---|
| <b>Limpopo</b>           | Polokwane   | <b>Free State</b>           | Welkom  |
| <b>Gauteng South</b>     | Alberton<br>Germiston<br>Soweto                   | <b>KwaZulu Natal</b>        | Newcastle<br>South Coast<br>Ladysmith<br>Dundee                             |
| <b>Gauteng North</b>     | Rosebank  |                             |   |
| <b>Gauteng East</b>      | Kempton Park<br>Edenvale                          | <b>Far East Rand</b>        | Brakpan<br>Springs<br>Nigel   |
| <b>Gauteng West Rand</b> | Krugersdorp<br>Randfontein<br>Roodepoort          | <b>Johannesburg Central</b> | Johannesburg Central<br>Braamfontein  |
| <b>Vaal Triangle</b>     | Vanderbijlpark<br>Vereeniging<br>Sasolburg        | <b>Mid East Rand</b>        | Benoni<br>Boksburg  |
| <b>Mpumalanga</b>        | Nelspruit<br>Barberton<br>White River<br>Hazyview | <b>Eastern Cape</b>         | East London   |
| <b>Garden Route</b>      | George<br>Knysna<br>Mossel Bay                    | <b>The Boland</b>           | Constantia<br>Stellenbosch<br>Franshoek<br>Paarl<br>Robertson<br>Wellington |
| <b>Northern Cape</b>     | Kimberley   | <b>Western Cape</b>         | Southern suburbs of Cape Town   |

12. CONTACT US:



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